

Emergency Call 119



<Purpose of this document>

In recent years, we have seen an increase in both the number of times ambulances get called out, and the number of people being transported by ambulance, and it is also taking longer for emergency crews to reach their destinations.

In this booklet, "Points for calling 119" when calling an ambulance or fire engine, "Symptoms when you need to call an ambulance" possibility of serious illness or injury, actually call the number 119.

In case of "How to call an ambulance, in case of fire" etc. are posted.

Also, please use it when you are uncertain whether to call an ambulance.

We hope society where everyone can use it well and use emergency medical care with peace of mind.

柏原羽曳野藤井寺消防組合
Kashiwara Habikino Fujiidera Fire District

Zip code:583-0015
Address:613-8-3 Aoyama Fujiidera City Osaka
Phone:072-958-0119
Disaster information:072-958-9999
URL: <http://www.khf119-osaka.jp>
e-mail:kasisyou@khf119-osaka.jp



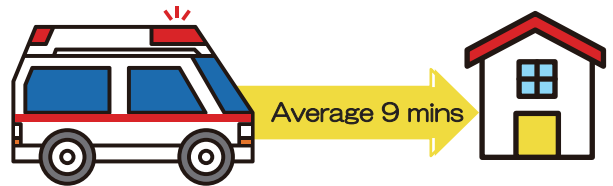
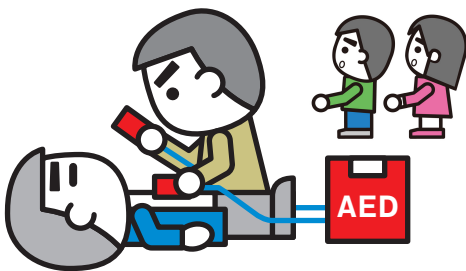
Emergency Call for EMS and Case of Fire

Medical Emergency and Case of Fire Call!" 119"



First Aid is needed to save lives!

Emergency treatment is important in order to save lives. If emergency treatment is required, the fire department headquarters will instruct you over the telephone how to implement it. Please learn the correct way to implement these emergency treatment measures. They may save the life of a loved one.



Your local fire department offers classes in practicing emergency treatment measures. You can find the phone number on your town/city hall website. Fire department in charge phone 072-958-9937

※In case of medical emergency ,please guide the ambulance if there is one perform first aid besides you.

※If there is not, just unlock your entrance.



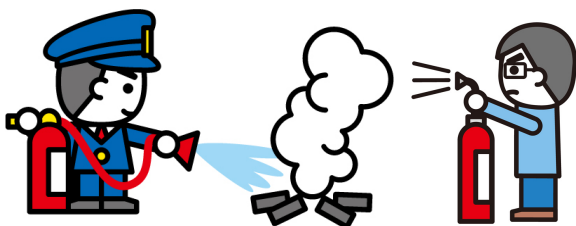
Initial fire extinguish is important in case of fire,

Call 119 and let others know around you that its fire, at the same time. Extinguish the fire with extinguisher. However if you can not do it, Evacuate immediately!



Install the **smoke detector** to alarm a fire early and not to be late.

Join local disaster organization and participate a disaster drill.

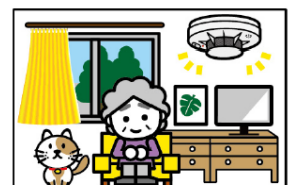


Do not leave while cooking!

Obligatory instration
SMOKE DETECTOR



Safe living with smoke detector






When you doubt, contact local emergency advice center as below

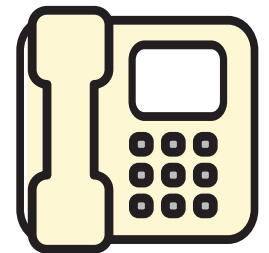
If you become sick or injured suddenly, you may be unsure whether to call an ambulance, or go to hospital yourself. You may also be unsure which hospital would be most suitable.



Your local emergency advice center is there for just this kind of situation. Please feel free to contact them.

For example, the following phone advice lines are available.

-  **#7119** or 06-6582-7119
Emergency Medical Advice Center Osaka
-  **#8000**
Emergency Medical Advice Center for Children
-  **06-6693-1199**
Medical information Center (Hospital introduction)



Medical information system Osaka on Web

<http://www.mfis.pref.osaka.jp/apqq/qq/men/pwtpmenuit01.aspx>

You can search hospitals and clinics in Osaka with examination subject.



 **MEMO**

Situations in which you should call an ambulance without hesitation (Adult)

If you experience **any of these symptoms**, please call 119 **without hesitation**.
They may indicate a **serious illness or injury**.

Face

- Half your face is difficult to move, or has pins and needles
- Your mouth or face is twisted when you smile
- You cannot speak properly
- Your sight is impaired
- You suddenly have double vision
- Your face is a strange color



Head

- Sudden, strong headache
- Sudden high fever
- You feel so unstable that you cannot stand without support

Chest and back

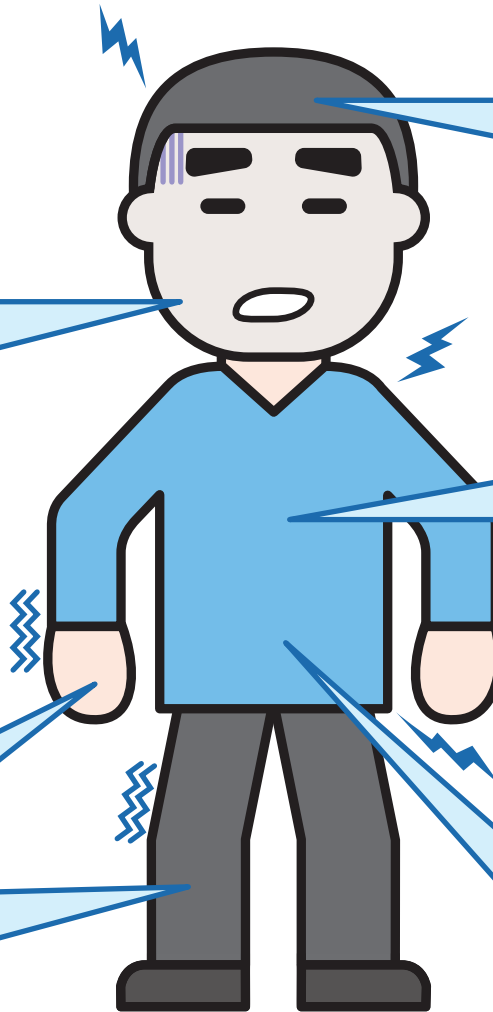
- Sudden sharp pain
- Sudden loss of breath or difficulty breathing
- A sense of tightness or pressure in the chest, lasting 2 or 3 minutes
- Pain moving around your body

Stomach

- Sudden sharp pain
- Continual strong pain
- Vomiting or excreting blood

Hands and Feet

- Sudden pins and needles
- Sudden loss of strength in one leg or arm



Problems with consciousness

- Unconscious (no response) or incomplete consciousness (confused or vague)
- Sense of exhaustion



Spasm

- Continuous spasm
- Spasm ends, but consciousness does not return

Injury/burn

- Injury that includes significant blood loss
- Burns across a wide area



Nausea

- Strong nausea accompanied by cold sweats

Swallowing

- Food stuck in throat, difficulty breathing
- Patient has swallowed an object and is unconscious



Accident

- Have been in a traffic accident (strong impact)
- Have been submerged in water
- Have fallen from a height

◎ **Any other situation in which the patient's condition is altered or unusual.**

Situations in which you should call an ambulance without hesitation (Child up to the age of 15)

If you experience **any of these symptoms**, please call 119 without hesitation.
They may indicate a **serious illness or injury**.

Face

- Lips purple, breathing shallow



Chest

- Sharp coughing, wheezing, breathing difficulties, facial color poor

Legs/arms

- Legs or arms rigid

Head

- Head hurts, spasm occurs
- Has hit head, accompanied by continuous blood loss, loss of consciousness or fitting

Stomach

- Strong diarrhea or nausea, not eating or drinking, consciousness impaired
- Suffering from strong stomach pain with repeated nausea
- Blood in feces



Problems with consciousness

- Unconscious (no response) or incomplete consciousness (confused or vague)



Rash

- Bitten by an insect, body covered in rash and facial color poor

Spasm

- Continuous spasm
- Spasm ends, but consciousness does not return

Burns

- Severely painful burn
- Burns over a wide area

Swallowing

- Child has swallowed an object and is unconscious

Accident

- Have been in a traffic accident (strong impact)
- Have been submerged in water
- Have fallen from a height

Children under 3 months old

- Any situation in which child's state is altered.



◎ **Any other situation in which child's state is unusual or altered.**

Emergency medical inspection

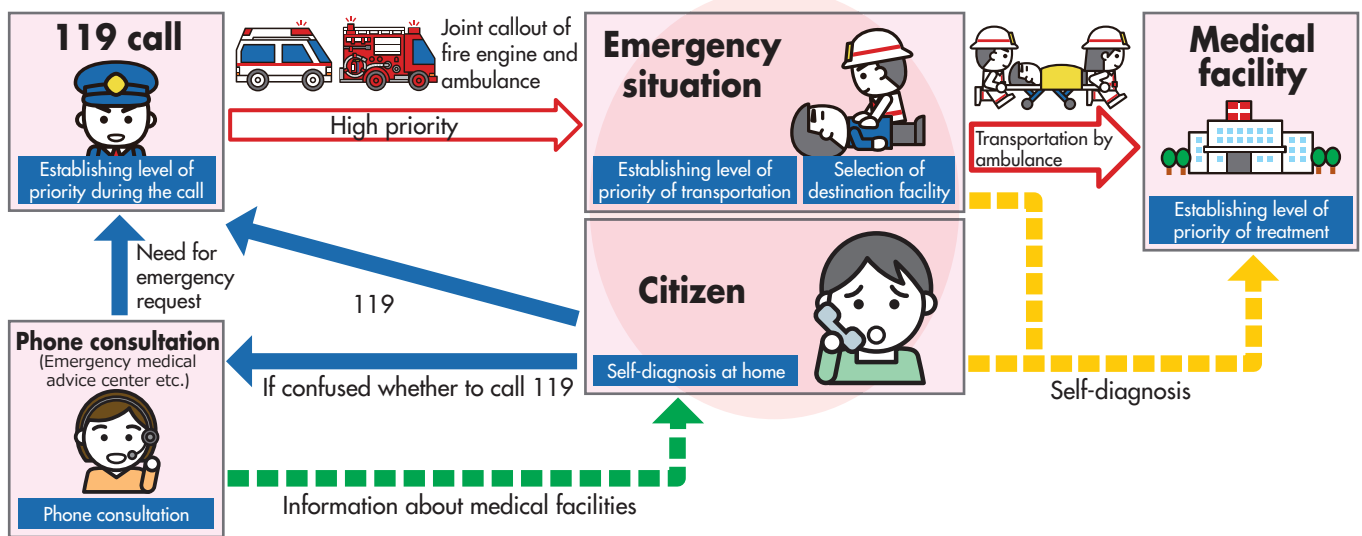
Even if the symptoms are not urgent, some people call an ambulance simply because they have no transport, they do not know which hospital to go to, it is more convenient, or because they feel they are in trouble. Sometimes people visit an out-of-hours emergency clinic at night or on a holiday because they cannot take time off during the week, they are busy during the day, or they have to go to work the next day.

Ambulances and emergency medical staff are a limited resource. Please think about whether you really need an emergency consultation, in order to ensure that the service is available to those who do.

Ambulances have been called in these situations ~ Do you really need an ambulance? ~

- An itchy insect bite
- Sunburn after sea bathing, making the skin burn
- A paper cut on the finger, which has stopped bleeding...
- The medicine the patient received at hospital has run out
- Scheduled to go into hospital today, so wanted a lift...
- Had called a home helper who did not come, so called an ambulance...
- Didn't want to wait long at hospital, so called an ambulance

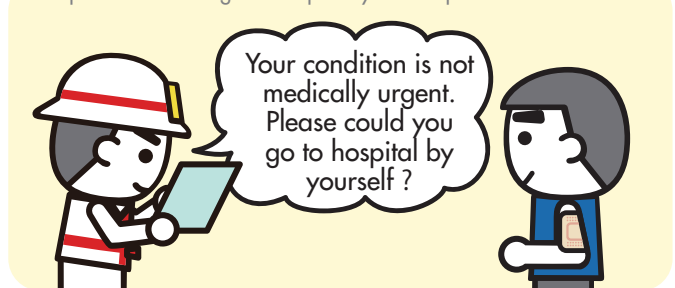
It is important to ensure that emergency medics can be dispatched to emergency cases in order to save lives.



Example of phone consultation



Example of establishing level of priority of transportation



Example of establishing level of priority during call



Example of establishing level of priority of treatment



The Fire and Disaster Management Agency uses these common **criteria for deciding on levels of priority** in order to create an efficient emergency response system.

How to call an ambulance

On receiving a 119 call, emergency call center dispatcher will ask certain questions to establish the need for an ambulance call out. If the situation is high-priority, the ambulance will be dispatched before all these questions have been asked.

Please speak slowly and do not panic.



119, is it a fire or a medical emergency?

Medical emergency



1 Communicate the fact that it is a **medical emergency**

If you call 119, the first thing you say should be "medical emergency".



What's your address?

The address is



2 Give the address you want an ambulance to come to

Please give the name of the city/town/village first. If you do not know the address, describe a nearby building or intersection.

Write your address and facility name in advance



How old is the patient? Gender?

He's 65



3 Communicate the age of the patient

State the patient's age. If you do not know it, give an approximation ("in his or her 60s")



What has happened?

My father said his chest hurt, and he has collapsed



4 Communicate the symptoms of the patient

Firstly, state who has experienced what symptoms, and how they are now, clearly and simply. State what you know about their consciousness and breathing.



Please give me your name and contact details

I am XXX and my phone number is
XXX-XXXX-XXXX



5 Give your name and contact details

Give your name, and a phone number you can be reached on after the 119 call ends.

The crew may contact you if they cannot find your location.

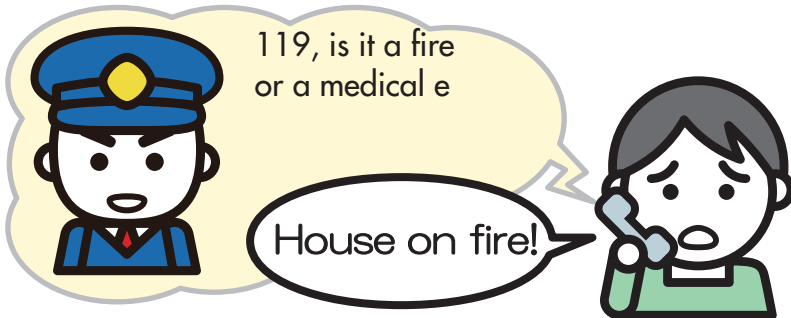
- In addition to this, call center staff may ask for more details, information about current illness and regular clinics, etc. Please give whatever information you can.

- The examples given above are the general flow of a conversation in a situation of this type.

Case of Fire

On receiving a 119 call, emergency call dispatcher will ask certain questions to establish the need for Fire engine call out. If the situation is high-priority the fire engine will be dispatched before all these questions have been asked.

Please speak slowly and do not panic.



1 **Communicate the fact that it is a Fire emergency**

If you call 119, the first thing you say should be "Fire emergency".



2 **Give the address you want Fire engine to come to**

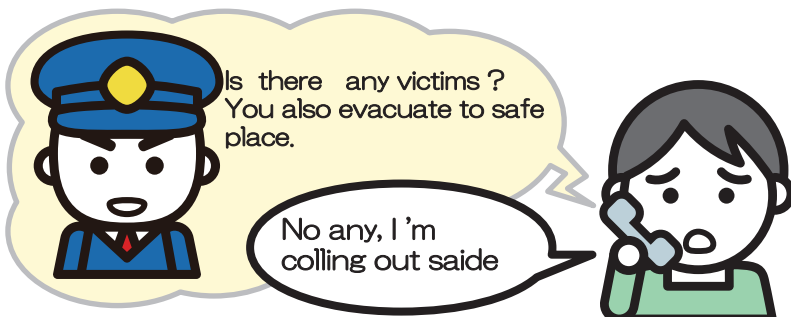
Please give the name of the city/town/village first. If you do not know the address, describe a nearby building or intersection.

Write your address and Facility name in advance



3 **Communicate the What is burning**

State the location and what burning is.



4 **Communicate the Victim information**

Please tell us victims information from safe place.



5 **Give your name and contact details**

Give your name, and a phone number you can be reached on after the 119 call ends.

The crew may contact you if they cannot find your location.

- In addition to this, call center staff may ask for more details, information about current illness and regular clinics, etc. Please give whatever information you can.

- The examples given above are the general flow of a conversation in a situation of this type.